



PUBLIC PROTECTOR
SOUTH AFRICA

Accountability • Integrity • Responsiveness

VACANCY

Senior Manager: Complaints and Stakeholder Management (Head Hunting)

Location: Head Office, Pretoria
Reference: PPSA 02/09/2025
All –Inclusive Package: R1,266 714.00 per annum

Role Overview:

The Senior Manager: Complaints and Stakeholder Management (CSM) reports to the Executive Manager: Complaints and Stakeholder Management. The role of the post is to manage and facilitate effective complaints and stakeholder management within the institution. The Senior Manager will play a vital role in managing complaints within the institution, ensuring that customer concerns are appropriately addressed, and customer satisfaction is maintained. Developing effective complaints management systems and reporting. The incumbent will be responsible for implementing effective complaints handling policies and procedures. Strategically build relationships and partnerships with stakeholders and grow institution's portfolio.

Qualifications and Experience

- A SAQA recognised bachelor's degree in law, Business Administration or equivalent. A relevant postgraduate qualification will be an added advantage.
- Eight years' relevant experience in a legal environment, Customer Relations, Complaints handling, public awareness and community outreach work, of which five years should have been at Middle Management level
- Knowledge and experience in stakeholder management, investigations and Communication.
- Understanding of legal prescripts dealing with complaints resolution processes
- Call Centre management
- Proven track record in data management.
- Proficiency in at least three official South African languages will be an advantage
- Good understanding of Cooperative Governance Frameworks
- Knowledge of strategic planning, financial management, project management, human resources management practices, change management principles and outreach.
- Valid driver's license and excellent skills in computer packages.

Competencies and Skills

- A dynamic, driven, outcomes oriented individual with excellent communication and interpersonal skills
- A systematic self-starter who displays excellent attention to detail, takes initiative and strives to improve own performance
- Excellent leadership skills
- Excellent planning and coordination skills
- Analytical thinking and sound judgement
- Passion for performance
- Ability to negotiate and influence others
- Facilitation and presentation skills
- Report-writing skills
- Service delivery orientated
- Ability to plan and manage budget
- Competent in public speaking, leadership, management, problem solving, conflict and dispute resolution.

Attributes

- Respect
- Interpersonal Relations
- Emotional intelligence
- Transparency
- Courtesy
- Team player
- Integrity

Key responsibilities and Duties

Complaints Management

Develop/review strategies, policies and programmes for implementation and management of case or complaint intake, preliminary assessment and customer service

- Develop business intelligence reports on reported complaints
- Manage Intake, Assessments and Customer Service
- Manage Reception, Registry and Call Centre
- Ensure the development and implementation of effective Customer Service Management processes
- Manage the implementation of the Integrated Access and Stakeholder Management Strategy and Implementation Plan
- Develop, manage and maintain effective case management workflow
- Oversee and provide support, guidance and coaching to complaints handling team and team leaders
- Oversee the delivery of case management services to complainants at each location and ensuring compliance with all aspects of case management processes in accordance with Public Protector South Africa Policies and Procedures. Manage the finalisation of emergency matters in support of the Complaints Resolution Officers.

Stakeholder Management

- Manage outreach and stakeholder relations management and prepare reports thereon.
- Manage international relations and ensuring reporting
- Develop strategies to facilitate access to PPSA services by all communities
- Assist in the execution of high-profile engagements,
- Manage Human and Financial Resources (asset management, human and financial resources).

Enquiries: Ms Z. Luthuli on tel. (012) 366 7031

Note: All appointments will be done in terms of the Public Protector Act and a 12 month probation period. The successful candidates will be expected to sign the secrecy declaration form and performance agreement within 2 months of accepting the position.

All shortlisted candidates shall undergo compulsory technical accounting competency assessments and only candidates that pass the test shall be invited to the interviews.

All successful candidates will have to undergo security clearance and vetting, and psychometric assessments may be conducted prior to appointment.

The office reserves the right not to fill the vacancies. Correspondences will be limited to the short-listed candidates. Should you not be contacted within 3 months, please consider your application to be unsuccessful.

Applications must be accompanied by a covering letter with a detailed CV and 3 references and including certified copies of qualifications and ID document. The Public Protector South Africa is an equal opportunity, affirmative action employer and is committed to the achievement and maintenance of representivity (race, gender and disability).

Preference will be given to the candidates whose appointment or promotion meets the requirements for Employment Equity representivity in the Office.

The T Recruitment (Pty) Ltd has been appointed for response handling for the above position. Applications quoting the relevant job title and reference number on the subject line must be submitted to the following email address: applications@tttrecruitment.co.za